



CAREER CONNECT WASHINGTON
CAREER LAUNCH

Career Launch Endorsement Review (CLER) Application



INSTITUTION: ___ Computing For All

PROPOSED PROGRAM: Computer and Software Technician Career Launch Program

PROGRAM LEVEL (CHECK ALL THAT APPLY):

___ High school Diploma

___ College Certificate

___ College Associate Degree

___ College Bachelor Degree

x Industry Recognized Certificate(s)

PROGRAM CIP _____ PROGRAM NAICS CODE _____

COLLEGES ONLY: PROGRAM EPC (Legacy) _____ PLAN CODE (PeopleSoft) _____

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Applications reviewed monthly and are due the first business day of the month.

Electronic submissions only to scopeland@sbctc.edu

Program Checklist

P1. Program description including length of program in years and total hours (including split between classroom and worksite).

Computing For All is developing a Computer and Software Technician (CAST) Career Launch program in partnership with West Valley School District, Yakima Valley Technical Skills Center, Yakima Valley College, and six employer partners: West Valley School District IT, Yakima County Technology Services, Yakima Valley Memorial Hospital, Matson Fruit, ESD 105 IT, City of Yakima IT Services.

Our Career Launch program has two major components: classroom instruction and paid work-based learning with an industry mentor. Our 15-month program will be open to high school juniors and seniors, providing:

- 1 year 540-hour curriculum (in high school)
- 15 dual CTE college credits
- COMPTIA A+ and ITF+ industry certifications (exams administered by COMPTIA). Please see Appendix for skills covered in the IRCs.
- 320-400 hours of paid work-based learning (internship) in the summer following high school graduation.

The classroom instruction is designed to be delivered as a 3-hour block per day (15 hours/week) for two 90-day semesters for a total of 540 hours in a skills center or a comprehensive high school. Our program will be offered in West Valley High school (WVHS) and Yakima Valley Technical Skills Center (YV-TECH) starting Fall 2021. There are 17 school districts that are served by YV-TECH in the Yakima valley.

We are targeting career pathways that focus on IT generalist skills such as network and database administration, hardware and software support, installation, and troubleshooting systems.

P2. Estimated number of hours per week at worksite and in classroom (this approach may shift throughout the program).

8-10 weeks of up to 40 hours/week of paid work-based learning (internship) at a job site. 15 hours/week in the classroom for a total of 540 hours of classroom instruction.

P3. Demonstration of labor market demand for specific job skills/careers in the local region.

US Job Outlook

Employment of computer support specialists is projected to grow 8 percent from 2019 to 2029, much faster than the average for all occupations. *Source: U.S. Bureau of Labor*

WA state job outlook:

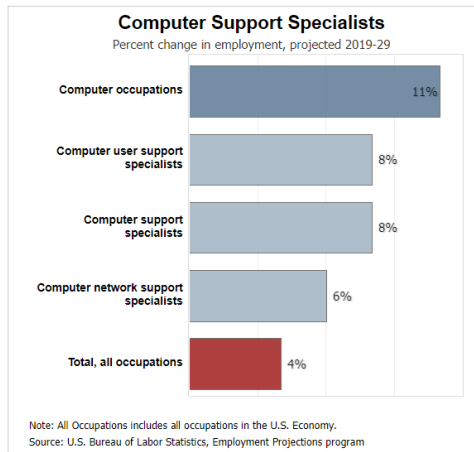
Employment of computer user support specialists in WA, May 2019: 18,260

Annual wage: \$63,902 [Computer User Support Specialists \(bls.gov\)](https://www.bls.gov)

Annual wage (Yakima, WA): \$55,546

At the state level, IT skills represent 23.63 percent of average annual total openings for the period 2017 to 2027 and have the second highest growth rate of 1.78 percent.

Source: Employment Security Department/LMEA; WANTED Analytics



Computer User Support Specialists

Balanced
Washington State

Soc Code: 151232 Updated: 11/23/20

Job description	Education and training
Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, ins	According to the Federal Bureau of Labor Statistics (BLS), the typical level of education that most workers need to enter this occupation is: Some college, no degree . Additional training, experience, licenses or credentials may be required. Learn more at BLS.
	Training programs Career Bridge

Pay	Employment trends
Average annual salary: \$130,379	Average annual growth rate (2018-2028): 1.5%
Average hourly wage: \$62.68	Estimated employment (2018): 18,902
	Average annual total openings (2018-2028): 7,163

Source: [ESDWAGOV - Occupations in Demand list](#)

Occupational Employment & Wages - June 2019 (2020 Release)

Select area(s):

Select occupation:

Washington & Yakima, WA

Area	Occupation title	SOC code	Estimated ..	Average wa..	25th perce..	Median	75th perce..	Annual wage
Washington	Computer Hardware Engineers	17-2061	1,771	\$78.14	\$55.13	\$76.16	\$94.14	\$162,543
	Computer Network Support S..	15-1231	3,519	\$42.68	\$30.69	\$39.46	\$51.37	\$88,764
	Computer Occupations, All Ot..	15-1299	12,343	\$46.11	\$32.79	\$44.28	\$58.87	\$95,904
	Computer Programmers	15-1251	5,683	\$80.84	\$46.31	\$65.04		\$168,141
	Computer Systems Analysts	15-1211	16,844	\$49.83	\$38.35	\$47.93	\$60.77	\$103,636
	Computer User Support Speci..	15-1232	18,257	\$30.73	\$22.70	\$28.27	\$34.55	\$63,902
Yakima, WA	Computer Network Support S..	15-1231	29	\$38.62	\$31.54	\$38.25	\$46.32	\$80,337
	Computer Occupations, All Ot..	15-1299	92	\$33.04	\$24.64	\$33.61	\$40.75	\$68,733
	Computer Programmers	15-1251	15	\$40.30	\$18.31	\$29.67	\$48.66	\$83,820
	Computer Systems Analysts	15-1211	75	\$41.25	\$35.99	\$39.69	\$46.51	\$85,802
	Computer User Support Speci..	15-1232	167	\$26.70	\$21.73	\$26.47	\$31.01	\$55,546

Source: [ESDWAGOV - Occupations \(OES\)](#)

Yakima County, Washington, 2020Q2¹

SOC	Occupation	Current				5-Year History				5-Year Forecast				
		Empl	Mean Ann Wages ²	LQ	Unempl	Unempl Rate	Online Job Ads ³	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth
15-0000	Computer and Mathematical	1,209	\$83,600	0.33	23	2.7%	47	90	1.6%	490	104	354	32	0.5%

Source: [JobsEQ Economic Overview Yakima County](#)

- P4. Projected count of student enrollment, student completion, and anticipated employer participation for 5 years, post-pilot.

The CAST Career Launch program has an initial goal of supporting 20 students across WVHS and YV-TECH. Our employer partners include: West Valley School District IT, Yakima County Technology Services, Yakima Valley Memorial Hospital, Matson Fruit, ESD 105 IT, and City of Yakima IT Services. They will select interns via a competitive application and interview process.

We plan to increase these numbers yearly in response to growing the number of additional employer partners.

- P5. Concise description of development process to create the Career Launch program (e.g. who was involved, when, how was the program piloted, etc.). Include a listing of program advisory committee members and their affiliation to the program.

Background

Starting in October 2019, we met with Chris Nesmith, Director of Innovation, West Valley school district in Yakima county, to discuss developing an IT program for the school district following the kind of model they have with AJAC. In November 2019, we visited the school, saw their labs, met with teachers, and learned about their existing pathways. They are an innovative school district and have the ability to implement new programs quickly because they are small. In March 2020, we set up a DACUM with five employer partners and Yakima Valley College to learn about their needs for entry-level hiring in IT, with the help of the West Valley school district and the South Central Workforce Council. AJAC facilitated the DACUM. The employer partners included West Valley school district IT, Yakima County Technology Services, Yakima Valley Farm Workers Clinic, City of Yakima IT Services, and Allan Brothers. Based on the inputs received from the DACUM and our interviews with employers, we decided to focus on developing a career pathway focused on IT support and administration skills.

We applied for a grant to CCW to develop our Computer and Software Technician (CAST) program in Yakima county, received the grant in May 2020, and started the project in July.

Develop curriculum for RSI and work-based learning based on DACUM

July-September we focused on curriculum research and competency development. We researched the best IT support curricula available and developed competencies for each of the six 90-hour courses.

We did extensive research of evidence-based career readiness high school tech curriculum utilized by successful training programs. Researched curriculum industry standard certificate programs including CompTIA, Google, and MTA. Met with CompTIA to understand how we can use their curriculum in our CAST program. Based on the needs assessment, research, Yakima DACUM, and successes in our Digital Skills Youth Academy (DSYA) Pilot program that can be adapted and scaled, we arrived at a set of competencies and objectives for our CAST program. Based on the above research we are developing the curriculum.

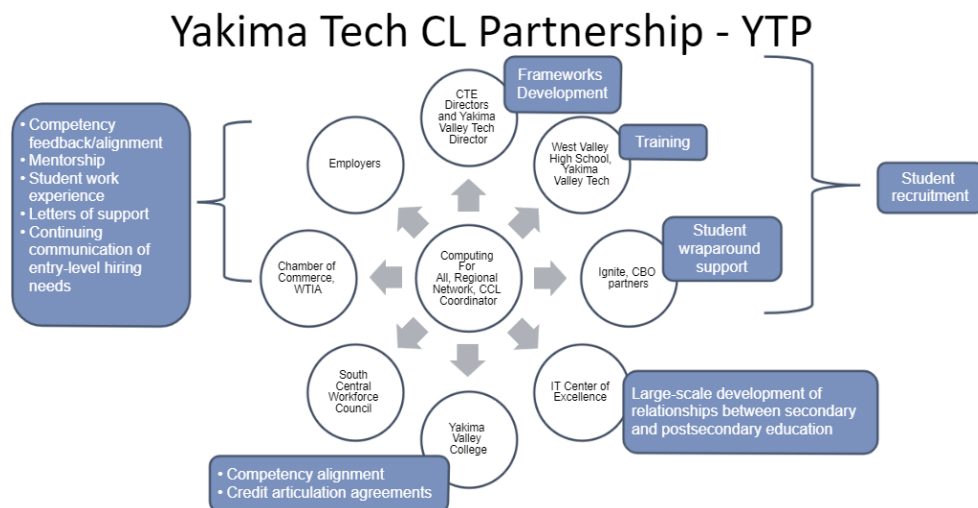
The CAST program is designed to be taught in multiple modalities and is focused on building competency as well as knowledge. The courses can be delivered as either a hybrid course or 100% online with the use of simulators and virtual labs. The courses are also designed using Universal Design for Learning (UDL) principles to maximize accessibility for students with disabilities in both the hybrid and online models. The curriculum will be developed for compatibility with common cartridge and the Sharable Content Object Reference Model (SCORM) formats and will be available online in Canvas learning management system.

Supporting CFA's curriculum effort is Thomas Jacobs, whose expertise in technology, IT support, and education has helped to shape the CAST program into a program that has helped CFA to partner with both educators and industry professionals. His background includes managing help desks and call centers for technology, healthcare, and higher education as well as supporting training programs in both academic and private organizations.

CAST working group

We developed a Yakima Valley CAST working group with the following stakeholders in September 2020. We meet biweekly to discuss recruitment, employer engagement, school and college partnerships, articulation agreements, curriculum and frameworks development, marketing and outreach. We have created a Google drive to share documents.

- Mark Cheney, CCW Regional Network and ESD 105 STEM coordinator
- Hugo Moreno, Career Connected Learning/CTE Graduation Pathways Coordinator
- Chris Nesmith, Director of Innovation, West Valley school district
- Shelly O'Neill, Career Information Specialist, West Valley School District
- Carrie Dyk, CTE Dual Credit coordinator, Yakima Valley College
- Yesenia Rodriguez, Workforce Education Director, Yakima Valley College
- Dennis Matson, Director, Yakima Valley Technical Skills Center
- Will Sarett, Director, Career and College Readiness, Yakima Valley school district
- Michelle Smith, Communications and Employer Engagement Analyst, South Central Workforce Council
- Amy Martinez, Chief Operating Officer, South Central Workforce Council
- Brianna Rockenstire, Director, Center of Excellence for Information & Computing Technology, Bellevue College
- Cathi Rodgveller, CEO, Ignite Worldwide
- Alka Manchanda, Director, Program Development, Computing For All
- Mandira Virmani, Director, Program Development, Computing For All
- Ritu Bahl, ED, Computing For All
- Thomas Jacobs, Curriculum Development, Computing For All



Develop employer partnerships

With the help of South Central Workforce Council and ESD 105, we identified and reached out to additional employers to introduce our program and get feedback on the competencies. These include Tree Top, Yakima Valley Memorial Hospital, Solarity Credit Union, Smartsheet and Globant. In addition, we went back to the employers who participated in the DACUM to ask them to review the Cast competencies we've developed and provide letters of support.

College Articulation

We met with Yakima Valley College CTE dual credit coordinator, Carrie Dyke, to discuss articulation. We developed a crosswalk of the CAST competencies with the college courses in order to understand how many credits can be articulated for the CAST program. We are working towards an agreement that the students will get 15 dual CTE college credits. Post-completion of the Career Launch program, the 15 dual CTE college credits can be applied towards a 54 credit IT General certificate at YVC. In addition, students are eligible for optional pathways including IT General AAS, Network Administrator AAS, and Support Specialist AAS degrees post-completion of the Career Launch program.

CTE Framework Development

We have completed the development of the CTE Frameworks for a skill center model of 540 hours and a comprehensive high school model of six 90-hour courses with the help of West Valley school district Innovation Director, Chris Nesmith. We are on track to have these submitted for OSPI approval in April and academic equivalencies defined at the school district level.

Pilot and Program roll-out

The program will pilot with one course in West Valley High school in spring 2021, with program roll-out in fall 2021. The pilot will be with up to 10 students. This is in addition to the 20 students enrolled in the program starting fall 2021. Students completing the RSI portion of the program will interview and apply for internships with participating employers after their high school graduation in summer 2022.

- P6. Signed letter of endorsement from all relevant partners, stakeholders and regional networks (including employers, labor organizations, academic institutions, community-based organizations, individuals, and other relevant stakeholders in support of the proposed Career Launch program). Regional network endorsement preferred.

Employer partners: West Valley School District IT, Yakima County Technology Services, Yakima Valley Memorial Hospital, Matson Fruit, ESD 105 IT, City of Yakima IT Services

Education partners: West Valley School District, Yakima Valley Technical Skills Center, Yakima Valley College

CCW partners: Regional Network, CCL Coordinator

Workforce partner: South Central Workforce Council

- P7. Description of resources, supports, or other processes to recruit and support students from underserved backgrounds (e.g. including students of color, students from low income families, English language learners, students with disabilities, foster students, students experiencing homelessness, students from single parent homes, and other populations that face barriers to employment); or create an implementation plan to do so.

Recruitment

Our two education partners are WVSD and YV-TECH. Each will be doing their own recruitment for the program. Please see below for details.

West Valley School District serves over 5,576 students with the following characteristics: 40.8% students of color, 7.7% English Language Learners, 41.1% low-income, 15.2% students with disabilities, and 49.2% female.

There is no demographic information available for YV-TECH, so we are presenting demographics for Yakima Valley School district, one of the largest school districts that is served by YV-TECH.

Yakima Valley School District serves over 16,419 students with the following characteristics: 83.9% students of color, 30.1% English Language Learners, 83.3% low-income, 15.8% students with disabilities and 49.5% female. *Source:*

<https://washingtonstatereportcard.ospi.k12.wa.us/ReportCard/ViewSchoolOrDistrict/100303>

Outreach

CFA has created materials for the program for recruitment and outreach. In addition, IGNITE Worldwide has created marketing materials targeted towards attracting girls into the program. Our project planning with IGNITE includes their assistance with volunteer recruitment and training, student recruitment, and support services for events, outreach, and metric tracking. Ignite ED, Cathi Rodgveller, presented about her program to our CAST working group. We introduced her to ESD 105 Mark Cheney, CCL coordinator Hugo Moreno, and Dennis Matson, Principal of the Yakima Valley Technical Skills Center. We will be taking Ignite to the 17 school districts feeding into YV-TECH and broadly into the school districts that are part of ESD 105 with the help of the Regional Network.

West Valley School District Recruitment Process

- West Valley runs an Open Doors High School in partnership with the Opportunities Industrialization Center of Washington and the South Central Washington Workforce Development Council. Our partnership with West Valley enables recruiting access to Yakima County food banks, families receiving discounted services from the Yakima Valley Farm Workers Clinic, juvenile detention Facilities, and homeless youth centers. As a result, West Valley Open Doors is able to recruit the most in-need students across Yakima County, not just the West Valley School District. We plan to work closely with West Valley teachers and administration to identify students who will benefit most from our programs.

- **Women in Tech:** West Valley Junior High has a strong IGNITE Worldwide chapter. In a recent press release from Ignite and Tesla, more than 50% of the girls shown are West Valley students. We plan to build on this program as members of the West Valley Middle School IGNITE club enter high school and become eligible for Career Launch.

Yakima Valley Technical Skills Center Recruitment Process

- Send out approximately 7,000 Teaser Cards and brochures to all eligible students for the skill center describing YV-TECH programs.
- Online/In-person Program presentations describing:
 - Competitive advantage of YV-TECH: Certifications, Dual Credit, Course Equivalency, Internships and apprenticeship (paid non-paid) 21st Century Skills (professional skills)
 - Virtual Tour for students to access program classrooms with an introduction of program
- Schedule specific program presentations for sending to schools:
 - Target specific program audiences: i.e. computer, engineering and science programs
 - Program specific flyers etc. forwarded to counselors and posted on website
 - Open Houses for parents and students (CFA to present at open house)

Supports

Our education partners, WVSD and YV-TECH offer a variety of student supports as outlined below.

West Valley School District

Our students will have access to on-site mental health counseling, English Language Learners support, and career guidance, among other wrap-around services.

- **English Language Learner Support**
WVSD offers dual language support for students enrolled in K-12 academic programming and evening dual language support for community members. Courses prepare learners with the functional English needed to search for and maintain employment.
- **Career Guidance**
WVSD staff make themselves available to both students and community members to help develop career-oriented goals and pathways. This guidance connects people with local career opportunities and postsecondary educational connections. They also advise on how to build technical skills through the right set of in-school or evening community courses.
- **ECEAP**
West Valley also maintains a nationally recognized partnership with Washington State ECEAP, which has been highlighted by the National Department of Head Start. Washington State ECEAP programs are offered on West Valley campuses within the district of career development training. West Valley will help connect students enrolled in our Career Launch programming who are also parents of young children to state ECEAP programming, which will help ensure access and remove barriers to entry for this demographic.

Yakima Valley Technical Skills Center

- Online Credit Retrieval program for students. Students can obtain credit deficiencies that allow them to attend the Skill Center.
- Support for students during their internship after graduation.
- Career Counseling - Hiring a College and Career Readiness Coordinator for YV-TECH.
- Have barrier funds available to assist students with daycare, travel expenses, and other costs associated with internship,
- Counselor on staff.

Industry-Related Checklist

I-R1. Address of worksite(s) where Career Launch students will complete supervised training. Some employers will offer virtual internships during COVID.

1. **Yakima County Technology Services:** 217 N 1st Street, Yakima, WA 98901
2. **Matson Fruit Company:** 201 N. Railroad Ave, Selah, WA 98942
3. **Educational Service District 105:** 33 S. 2nd Ave., Yakima, WA 98902
4. **West Valley School District IT:** 7211 E Nora Ave, Spokane, WA 99212
5. **Yakima Valley Memorial Hospital:** 2811 Tieton Drive, Yakima, WA 98902
6. **City of Yakima IT Services:** 129 North 2nd Street, Yakima, WA 98901

I-R2. Hourly wage for Career Launch participants.

Hourly minimum wage for Career Launch participants must be the Washington State minimum wage of \$13.69 or higher based on regional requirements.

I-R3. List of entry-level positions and associated job descriptions for which a Career Launch student would be eligible for upon completion.

Refer to the Job Descriptions document in Appendix.

I-R4. List of specific skills and competencies required for completion of Career Launch program, with demonstrated alignment to entry-level positions, job descriptions, and average local salary ranges.

Students will learn the computer hardware and software technical skills, support, professional and leadership skills required for entry level Computer User Support Specialists as listed in the job description below. Please refer to the diagram below for the mapping of these skills to the courses offered in the program.

	1 Intro to PC Hardware	2 Intro to Computer Repair	3 Supporting Software and Applications	4 Enterprise Network and Security	5 Applied Computer Science for Sys Admin	6 Professionalism in Technology
Technical						
Hardware	Build a computer from basic components	Install Windows on custom desktop systems.	Install Windows and Linux Operating Systems using multiple methods.	Install an enterprise grade ethernet and wireless network	Install rack mounted server and network hardware	
OS	Load Windows Operating System	Apply best practices for desktop security.	Install enterprise software applications	Configure and deploy firewall and VPN technologies	Install and harden Linux and Windows on virtual server systems.	
Network	Install peripherals	Configure and repair mobile devices	Troubleshoot Operating System and Applications	Install and manage network services in cloud and on premises environments	Install a Relational Database	Properly handle personal confidential data and communications
Scripting	Configure PC for Secure Operation	Troubleshoot desktop problems using the scientific method of troubleshooting		Troubleshoot network connectivity and routing	Build automation scripts using intermediate Python skills.	Troubleshoot customer issues over the phone, email, or instant messaging
Data Management						
Application Support						
Security						
Troubleshooting						
Support						
Customer Service		Use customer service and technical writing skills to directly assist customers.	Use customer service and technical writing skills to directly assist customers.	Write professional service emails	Write professional service emails	Build Customer Service Skills
Technical Writing	Develop manual describing a computer build from specifications	Develop design proposals	Develop supporting materials	Write a network security policy for a small business	Create training materials	Write systems outage and other user related broadcast messaging.
Professional						
Project Management				Participate in an agile project	Participate in an agile project	Build a project plan in agile including epics, stories, backlogs, and sprints.
Leadership						
Productivity	Develop basic skills in common productivity software	Develop skills in common productivity software	Use proper protocols for working with sensitive information			Professionalism and Ethics
Safety	Use relevant safety protocols for IT work	Use relevant safety protocols for IT work	Use relevant safety protocols for IT work	Use relevant safety protocols for IT work	Use relevant safety protocols for IT work	Use relevant safety protocols for IT work
YVC Articulation	IT 160 Managing and Maintaining the PC -5 Cr	IT 160 Managing and Maintaining the PC	IT 102 Windows Operating System – 2 Cr	IT 140 – Networking Fundamentals – 5 cr. IT 110 Computer Programming-Introduction- 5cr	IT 115 Database Introduction -2cr	IT 161 Customer Support and Professionalism -1cr
Industry Certification	COMPTIA A+ and ITF	COMPTIA A+ and ITF	COMPTIA A+ and ITF	MSFT Imagine Academy 98-381	COMPTIA A+, ITF+, Server+	COMPTIA A+ and ITF

Entry-level position job description and average salary (WA state):

15-1232, 15-1151 Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Annual wage: \$63,902

Annual wage (Yakima, WA): \$55,546

*Salary and job role source: US Bureau of Labor Statistics, WA state, May 2018

I-R5. Employer attests that Career Launch program is in compliance with required federal, state, and local regulations.

Participating employer partners affirm that their internship (work-based learning) programs meet all required federal, state, and local regulations.

I-R6. Employers will outline a student supervision and mentorship model.

The school district's Career Information Specialist will work with the employer managers to set up the student learning objective plans and complete the post-experience evaluation of the learning goals for each student. At the end of the internship, the employer will provide the school with the Internship Timesheet and Student Performance Evaluation.

Each student in the Career Launch program will be assigned one manager, and every effort will be made to ensure interns are assigned to an employer in teams of two or larger, so they can benefit from collaborative peer learning. The manager will provide feedback on work product and performance to the student participating in the Career Launch program. The manager will also provide advice and coaching regarding knowledge, skills, and abilities required for the specific role and at the company at large.

There will be a mentor assigned to each intern, giving the intern a consistent, on-going support system. Mentors will connect with the interns weekly to encourage questions and to work with them on development opportunities.

Perhaps the most important piece of supervision and mentorship is the Student Performance Evaluation that provides feedback for student growth and improvement. Examples of the categories of evaluation include:

1. Quality of Work: Skills competence, accuracy, neatness, thoroughness.
2. Quantity of Work: Use of time, volume of work accomplished, ability to meet schedules, productivity levels.
3. Job Knowledge: Degree of technical knowledge, understanding of job procedures and methods.
4. Working Relationships: Cooperation and ability to communicate and work with supervisor, co-workers, students, and clients served.
5. Attendance/Dependability: Reports for work as scheduled, is seldom absent or tardy, meets obligations of position.
6. Specific Achievements: These will be defined at the outset and duration of the internship.

I-R7. Description of common career pathway(s) beginning with entry-level position specified with demonstration of likely salary growth over specified time period.

Upon completion of the 540-hour curriculum in the high school, students will be ready for an internship (320-400 hours) in the summer. The high school courses will give them 15 dual CTE college credits towards an IT General certificate at Yakima Valley College. After completing the IT General certificate at YV college the students will be eligible for the following entry-level position.

15-1232, 15-1151 Computer User Support Specialists

Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of

computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Annual mean wage: \$62,180

Grow to Computer Network Support Specialists with a mean wage of \$81,270, Network and Computer Systems Administrators with a mean wage of \$92,750, and Computer Systems Analysts with a mean wage of \$96,860 (5-7 year progression)

**Salary and job role source: US Bureau of Labor Statistics, WA state, May 2018*

I-R8. Demonstrated competency alignment with relevant professional standards for specified entry-level positions when applicable.

Our employer partners have validated the CAST program competencies based on skills required for entry-level positions at their companies and have determined that the CAST program is providing an appropriate education to prepare candidates to work in entry-level IT support roles.

All coursework in IT leading to certificates and degrees as well as industry recognized credentials are aligned with O*NET job classifications. Students can test for an industry standard certificate through CompTIA A+ and ITF+. These industry credentials are essential to proving competency in IT related positions, particularly those at entry-level where prospective employees do not have an IT related work history to lean on.

Refer to competencies learned during the RSI in question IR4 above. Skills learned during the 400-hour internship will prepare students with the following:

- Overall corporate employee experience
- Technical, Professional, Support and Leadership skills (refer to IR4 above)
- Customer/user support processes
- Business meetings, company culture and workflow with formal communications and planning meetings, etc.
- Participate in a project with a team, overseen by a manager or mentor

I-R9. Signed letter from employers partners attesting that Career Launch completers will be ready for specified entry-level jobs, including an optional, non-binding commitment estimating number of Career Launch completers they plan to interview/hire over the first three years of the program.

Please see Appendix.

Academic-Related Checklist

A-R1. List of academic institution(s) providing career-aligned instruction for Career Launch program.

Required Instruction:

- West Valley School District: 540-hour classroom instruction
- Yakima Valley Tech Center: 540-hour classroom instruction

Optional Pathways:

- Yakima Valley College:

15 credits towards 54 credit IT General certificate (dual CTE credit)

A-R2. Curriculum scope and sequence aligned to skills and competencies provided in employment checklist.

The six courses offered in high school in sequence are:

Course 1: Introduction to PC Hardware

This course introduces students to the architecture and components of Personal Computers, installing drivers, basic ethernet and Wi-Fi networking, and connecting peripherals. Along with technical skills, students will also explore career pathways in the Information Technology field and learn to write a technical manual showing the technical steps for designing and building a computer to a specification.

Course 2: Introduction to Computer Repair

Students will expand on their knowledge of PC Hardware by learning to troubleshoot and repair PCs, explore virtualization, and mobile device configuration. Students will build on their systems thinking as well as develop their skills in writing technical documents.

Course 3: Supporting Software and Applications

This course will develop better understanding of operating systems and applications to help users troubleshoot problems. Students will learn to install the Windows Operating System using multiple methods, install a Linux Distribution, and load enterprise applications in order to develop the advanced skills required to help advanced users.

Course 4: Enterprise Network and Security

In this course students will learn to build, secure, and harden networks in an enterprise environment using simulations and/or a classroom lab environment. Technologies that are covered include routers, switches, VPN, VLANs, and networking with cloud based virtual infrastructure.

Course 5: Applied Computer Science for Sys Admin

Students will learn to use scripting techniques and virtualization to automate common functions in the computing environment. The course will also instruct students in further hardening of server systems and services to improve the overall security posture of the enterprise. Students will also start learning about Agile Projects and developing their technical writing capabilities.

Course 6: Professionalism in Technology

This is the capstone course for the program and includes a culminating project. In this course students will learn the interpersonal, ethical, and professional skills required to build a career in IT Support and Administration. Students will focus on building their IT Support skills as well as learning to plan and manage Agile Projects.

Details of course competencies, outcomes and objectives are available here: [CAST Course Sequence, Competencies and Outcomes](#)

[CTE Framework for CAST Draft](#)

A-R3. Demonstration of student supports (e.g. mentoring, advising, financial aid, tutoring) available for Career Launch students enrolled in the course.

Our two education partners, WVSD and YV-TECH offer the following student support services. Students can find out about services from college and career counselors.

West Valley School District

- [Free/Reduced Meal Applications - District Departments - West Valley School District #208 \(wvsd208.org\)](http://wvsd208.org)
- [Remote Only Meal Service – Child Nutrition – West Valley School District #208 \(wvsd208.org\)](http://wvsd208.org)
- [Local Wellness Policy – Child Nutrition – West Valley School District #208 \(wvsd208.org\)](http://wvsd208.org)
- Before and After School Academic & Enrichment Programs
- Guidance and College Counselors
- Fee Waivers for College Applications and Admissions tests
- Mental Health Support
- Special Services Support

Refer to Program checklist question P7 for details on West Valley School District student supports.

Yakima Valley Technical Skills Center (Yakima School District)

- [Homeless Services \(McKinney-Vento\) / Homeless Services \(McKinney-Vento\) \(ysd7.org\)](http://ysd7.org)
- [Healthy You \(Wellness\) Resources / Wellness Resources \(ysd7.org\)](http://ysd7.org)
- [Open Doors / About \(ysd7.org\)](http://ysd7.org)
- [Translation Services / Translation Services \(ysd7.org\)](http://ysd7.org)

A-R4. Number of postsecondary credits provided and / or credential earned upon completion of program.

The CAST Career Launch program enables students to earn 15 dual CTE college credits that can be applied towards the 54-credit IT General Certificate at YV College. Students are eligible to take the industry credential exams for CompTIA A+ and ITF+. Post-completion of the Career Launch program, students can apply the 15 dual CTE college credits towards the 54 credit IT General certificate at YV College.

A-R5. Demonstrated curricular alignment with relevant professional and / or academic standards associated with coursework and credential, when applicable.

See document in response for A-R2.

A-R6. Details of potential for current or future partnerships and/or scalability of the program within and across sectors and/or geographic locations (e.g. articulation, degree pathways), when applicable.

Graduates of programs of study under the CAST Career Launch program are well positioned to scale their credentials into IT Networking – System Administration, BAS degree in the same field at YV College. We are working towards scaling the program at Puyallup School district and the Pierce County Skills Center.

End of Application.



wvsd208.org

8902 Zier Road Yakima WA 98908
P 509.972.6000 F 509.972.6025

To Career Connect Washington:

We are confirming our ongoing partnership with Computing For All, Yakima Valley schools and Yakima Valley college to move more high school graduates, low-income job seekers, and entry-level workers into IT careers. As a Washington State-based IT employer, we continue to see critical labor market shortages for well-trained workers in IT, and believe that creative strategies are required to permanently fill our open positions and support workers along apprenticeship pathways that lead to higher wages and fulfilling careers. Computing For All is helping to address these concerns on a statewide level by working with workforce development councils and educational, training and community based partners to establish a stable and continuous pipeline of training opportunities that are responsive to shifts in labor market demand and accessible to all residents.

West Valley School District 208 would like to offer this letter of endorsement to the Computer and Software Technician Career Launch program for Career Launch endorsement. We are interested in continuing to partner to create additional pathways to employment through education programs and work-based learning opportunities.

West Valley School District 208 participates in the work-based learning component of the Computer and Software Technician Career Launch program by providing on-the-job paid experience to students in the 12th grade of the program. Students must meet the minimum qualifications, sit for an interview, and be hired in order to participate in this experience. Students who participate in our work-based learning experience earn comparable industry wages, college credit, and valuable work experience under the guidance of a senior IT professional who provides mentorship and supervision. We work closely with Yakima Valley schools to ensure students placed with us are trained on, and adhere to, federal, state, and local regulations covering the work and the workplace.

Upon review of the curriculum, and as demonstrated by the quality of students participating in the work-based learning and exiting the program, it is clear that graduates of the program are more than prepared for entry-level and beyond in-demand positions in the industry. Yakima Valley schools' Computer and Software Technician Career Launch program not only prepares students with a rigorous and thorough curriculum, which aligns with industry competencies and labor and industry standards and regulations, it also provides the students to earn industry standard credentials which are essential to employment in the IT field.

We are prepared to offer successful graduates who meet our employment qualifications, interviews, and potential employment based on our hiring needs.

This list is not intended to be exhaustive, and we understand that other opportunities to support this work will arise. Endorsing Computing For All's Computer and Software Technician program as a Career Launch program will help to ensure that a qualified applicant pool exists when we need it. We urge you to give this proposal every consideration and look forward to hearing about next steps in your selection process.

Please feel free to contact me for more information about this endorsement and our partnership with West Valley school district and Computing For All.

Sincerely,

Jeremy Cox
Information Technology Director

The West Valley School District does not discriminate in any programs or activities on the basis of sex, race, creed, religion, color, national origin, age, veteran or military status, sexual orientation, gender expression or identity, disability, or the use of a trained dog guide or service animal and provides equal access to the Boy Scouts and other designated youth groups. The following employee has been designated to handle questions and complaints of alleged discrimination: Rusty Sorenson, 509.972.6026, West Valley School District, 8902 Zier Road, Yakima, WA 98908.



wvsd208.org

8902 Zier Road Yakima WA 98908
P 509.972.6000 F 509.972.6025

January 15, 2021

Dear Washington State Board of Community and Technical Colleges (SBCCTC),

As a school district serving the Yakima Valley and state leading in Information Technology and Computer Science, we are pleased to support the Career Launch Endorsement of the Computer and Software Technician (CAST) Program, developed in partnership with West Valley School District, Yakima Valley College, and Computing For All. CAST offers an industry-defined curriculum and a meaningful, high-quality job experience.

Over the last three years, West Valley has been involved with the apprenticeship providing opportunities to high school students. Additionally, West Valley has been a Microsoft Imagine partner where all seventh-grade students earn Microsoft certifications, and eighth-grade students earn their Python and Computer Coding basics. We firmly believe that creative strategies are required to permanently fill open positions and support workers, high school graduates, and low-income job seekers along apprenticeship pathways that lead to higher wages and fulfilling careers.

Our shared work with Aerospace Jolar Apprenticeship Committee (AJAC), to advance our vision for a career connected learning in South Central Washington, has built strong apprenticeship pathways for high school youth in our district and across our region, including robust employer relationships with multiple advanced manufacturing companies. We believe that the proposed Computer and Software Technician Career Launch program is a critical strategy to expand these opportunities to new and diverse career fields.

Over the past 15 months, we have worked with Computing For All, South Central Workforce Council, Yakima Valley College, and several employers to develop the CAST program. Our one-year program will result in program participants earning industry certifications and college credit that qualifies them for entry-level positions and earning academic credit towards post-secondary certification. West Valley has been an active partner in the program development and student recruitment to launch in Fall 2021.

Thank you for your consideration of this endorsement.

Sincerely,

Mike Brophy
Superintendent

The West Valley School District does not discriminate in any programs or activities on the basis of sex, race, creed, religion, color, national origin, age, veteran or military status, sexual orientation, gender expression or identity, disability, or the use of a trained dog guide or service animal and provides equal access to the Boy Scouts and other designated youth groups. The following employee has been designated to handle questions and complaints of alleged discrimination: Rusty Sorenson, 509.972.6026, West Valley School District, 8902 Zier Road, Yakima, WA 98908.

Superintendent
Kevin Chase
Board of Directors
J. P. Enderby,
Chair

Karen Blankenship
Wayne Nelson
Connie Davis
Mark Grassal
Paulette Lopez
James Sebree

Associate Counties
Yakima
Kittitas
Grant
Klickitat

33 South Second Avenue
Yakima, WA, 98902
509.575.2885
Fax 509.575.2818
www.esd105.org

ESD 105 is an Equal
Opportunity Employer



January 26, 2021

To Washington State Board of Community and Technical Colleges

We are confirming our ongoing partnership with Computing For All, Yakima Valley school districts and Yakima Valley College to move more high school graduates, low-income job seekers, and entry-level workers into family-wage IT careers. As an employer, we continue to see labor market shortages for well-trained workers in IT, and believe that creative strategies are required to permanently fill our open positions and support workers along apprenticeship pathways that lead to higher wages and fulfilling careers. Computing For All is helping to address these concerns on a statewide level by working with workforce development councils and educational, training and community based partners to establish a stable and continuous pipeline of career pathways that are responsive to shifts in labor market demand and accessible to all residents.

Educational Service District 105 would like to offer this letter of endorsement for the Computer and Software Technician (CAST) program for Career Launch endorsement. We are interested in continuing to partner to create additional pathways to employment through education programs and work-based learning opportunities. Educational Service District 105 will be participating in the work-based learning component of the Computer and Software Technician Career Launch program by providing on-the-job paid experience to students completing the program. Students must meet the minimum qualifications, sit for an interview, and be hired in order to participate in this experience. Students who participate in our work-based learning experience earn comparable industry wages, college credit, and valuable work experience under the guidance of a senior IT professional who provides mentorship and supervision. We work closely with Yakima Valley Technical Skills Center (YV Tech) to ensure students placed with us are trained on, and adhere to, federal, state, and local regulations covering the work and the workplace.

Upon review of the curriculum, and as demonstrated by the quality of students participating in the work-based learning and exiting the program, it is clear that graduates of the program are more than prepared for entry-level and beyond in-demand positions in the industry. YV Tech's Computer and Software Technician Career Launch program not only prepares students with a rigorous and thorough curriculum, which aligns with industry competencies and labor and industry standards and regulations, it also provides students the opportunity to earn industry standard credentials which are essential to employment in the IT field.

Superintendent
Kevin Chase
Board of Directors
J. P. Enderby,
Chair

Karen Blankenship
Wayne Nelson
Connie Davis
Mark Grassal
Paulette Lopez
James Sebree

Associate Counties
Yakima
Kittitas
Grant
Klickitat

33 South Second Avenue
Yakima, WA, 98902
509.575.2885
Fax 509.575.2818
www.esd105.org

ESD 105 is an Equal
Opportunity Employer



We are prepared to offer successful graduates who meet our employment qualifications, interviews, and hiring protocols, employment based on our hiring needs.

Endorsing Computing For All's Computer and Software Technician program as a Career Launch program will help to ensure that a qualified applicant pool exists when we need it. We urge you to give this proposal every consideration.

Sincerely,

Kevin Chase
Superintendent
Educational Service District 105

To Washington State Board of Community and Technical Colleges (SBCTC):

We are confirming our ongoing partnership with Computing For All, Yakima Valley schools and Yakima Valley College to move more high school graduates into IT careers. As a Washington State-based IT employer, we continue to see critical labor market shortages for well-trained workers in IT, and believe that creative strategies are required to permanently fill our open positions and support workers along apprenticeship pathways that lead to higher wages and fulfilling careers. Computing For All is helping to address these concerns on a statewide level by working with workforce development councils and educational, training and community based partners to establish a stable and continuous pipeline of training opportunities that are responsive to shifts in labor market demand and accessible to all residents.

Yakima County Technology Services would like to offer this letter of endorsement to the Computer and Software Technician Career Launch program for Career Launch endorsement. We are interested in continuing to partner to create additional pathways to employment through education programs and work-based learning opportunities.

Yakima County Technology Services is a participating partner in the work-based learning component of the Computer and Software Technician Career Launch program by providing on-the-job paid experience to students in the 12th grade of the program. Students must meet the minimum qualifications, sit for an interview, and be hired in order to participate in this experience. Students who participate in our work-based learning experience earn comparable industry wages, college credit, and valuable work experience under the guidance of a senior IT professionals who provides mentorship and supervision. We will work closely with Yakima Valley schools to ensure students placed with us are trained on, and adhere to, federal, state, and local regulations covering the work and the workplace.

Upon review of the curriculum it is clear that graduates of the program will be prepared for entry-level and beyond in-demand positions in the industry. Yakima Valley schools' Computer and Software Technician Career Launch program not only prepares students with a rigorous and thorough curriculum, which aligns with industry competencies and labor and industry standards and regulations, it also provides the students to earn industry standard credentials which are essential to employment in the IT field.

We are prepared to offer successful graduates who meet our employment qualifications, interviews, and potential employment based on our hiring needs.

This list is not intended to be exhaustive, and we understand that other opportunities to support this work will arise. Endorsing Computing For All's Computer and Software Technician program as a Career Launch program will help to ensure that a qualified applicant pool exists when we need it. We urge you to give this proposal every consideration and look forward to hearing about next steps in your selection process.

Please feel free to contact me for more information about this endorsement and our partnership with West Valley school district and Computing For All.

Sincerely,



Kevin Wickenhagen
Sr. Infrastructure Services Manager
Yakima County Technology Services



To Washington State Board of Community and Technical Colleges (SBCTC):

I am writing to support the Career Launch Endorsement of the Computer and Software Technician (CAST) program developed in partnership between Computing For All, Yakima Valley schools, Yakima Valley college and regional technology employers. CAST offers industry-defined curriculum and meaningful, high quality on the job experience.

The Yakima Valley Tech Skills Center (YV-TECH) has been providing technical career programming for 43 years to 17 school districts in Yakima valley. We work closely with Yakima Valley Community College, Perry Technical Institute, The Pacific NW Regional Council of Carpenters, Job Corp, The City of Yakima, and other technical and community colleges to provide advanced placement, apprenticeship training, and free college credits for high school students. Currently, over 90 percent of the YV-TECH programs connect to post-secondary training. This significantly reduces student-training time, costs, and allows students early entrance into the workforce with entry-level industrial skills.

Our current Information Technology programs are limited to Cybersecurity. We would like to offer additional programs for in-demand tech skills. Computing For All's CAST Career Launch one-year program not only prepares students with a rigorous and thorough curriculum, which aligns with industry competencies and labor and industry standards and regulations, it also provides students the opportunity to earn industry credentials which are essential to employment in the IT field and earn academic credit towards post-secondary certification.

Over the past 6 months, we have worked with Computing For All, South Central Workforce Council, Yakima Valley College, and several employers to develop the CAST program. YV-TECH has been an active part of the program development and student recruitment, with program launching fall 2021.

By providing students the opportunity to earn the necessary certifications, work experiences and professional references, YV-TECH is also providing a steady, reliable pool of local candidates to fill entry-level positions with regional employers in need of network or desktop support professionals.

Please feel free to contact me for more information about this endorsement and our partnership with Yakima Valley schools and Computing For All.

Sincerely,


Dennis Matson
Principal/Director
YV-TECH

EAST VALLEY • GRANDVIEW • GRANGER • HIGHLAND • MABTON • MT ADAMS • NACHEE • PROSSER • SELAH • SUNNYSIDE • TOPPENISH • WAPATO • WEST VALLEY • YAKIMA • ZILLUJ
THESE SCHOOL DISTRICTS ENCOURAGE WORK FORCE DIVERSITY AND COMPLY WITH ALL STATE & FEDERAL LAWS PROHIBITING UNLAWFUL DISCRIMINATION



Workforce Education
S. 16th Avenue & Nob Hill Boulevard, PO Box 22520, Yakima, WA 98907-2520
P: 509.574.4755 • www.yvcc.edu

To Washington State Board of Community and Technical Colleges (SBCTC):

I am writing to support the Career Launch Endorsement of the Computer and Software Technician (CAST) Career Launch program developed in partnership between Computing For All, Yakima Valley schools, and regional technology employers.

Yakima Valley College (YVC) offers a variety of degrees and certificates in Information Technology, including AAS and BAS degrees. Information Technology programs at YVC are designed to address the needs for entry and mid-level IT support and systems administration roles in companies across the state.

At this point in the project, YVC has not completed articulation agreements with CAST or our local school districts regarding this program. However, upon request from our local school districts, we will review their proposals and determine how YVC may be able to offer CTE college credit from our Information Technology programs. While we have not completed a deep dive on curriculum review of the Computer and Software Technician (CAST) Career Launch program YVC's Workforce Education Division is supportive of the work that is being completed in partnership with ESD 105 and Yakima Schools.

Please feel free to contact me for more information about this endorsement and our possible partnership with Yakima Valley schools and Computing For All.

Sincerely,



Skye Field
Sfield@yvcc.edu
Interim Dean Workforce Education
Yakima Valley College



January 20, 2021

To Washington State Board of Community and Technical Colleges (SBCTC):

We are writing to support the Career Launch Endorsement of the Computer and Software Technician (CAST) program developed in partnership between Computing For All, Yakima Valley Technical Skills Center, Yakima Valley College, school districts, and regional employers.

As a Career Connect Washington Regional Network, we believe this program will help meet significant workforce needs in our region and our state for entry-level Information Technology support roles. Creative strategies are required to permanently fill open positions and support workers, high school graduates and low-income job seekers along apprenticeship pathways that lead to higher wages and fulfilling careers.

We know from talking to employers in our region that it is hard to find employees who can fill the entry-level IT support roles. This program is designed to meet those needs, which apply across industries (including technology, health care, banking, and agriculture). We believe this program has the potential to scale across our region and the state, expanding as more employers and education partners participate.

Furthermore, given the rural nature of the communities in the Yakima Valley, we find great value in the advance of programs, such as this one, that support the development of a local talent pool. Rural students in our region do not currently have equitable access to these credentials and opportunities and would greatly benefit from a work-based learning program like the CAST program.

We believe this program is a valuable opportunity for students and we fully support this program receiving Career Launch endorsement.

Sincerely,

A handwritten signature in black ink that reads "Mark Cheney". The signature is written in a cursive, slightly slanted style.

Mark Cheney
Director, South Central Washington STEM Network
Educational Service District 105



January 19, 2021

To Washington State Board of Community and Technical Colleges (SBCTC):

We are writing to support the Career Launch Endorsement of the Computer and Software Technician (CAST) program developed in partnership between Computing For All, Yakima Valley schools, Yakima Valley College and regional employers. CFA's CAST program offers industry-defined curriculum and meaningful, high quality on the job experience.

The South Central Workforce Development Area IX is governed by the South Central Consortium of County Commissioners (Kittitas, Klickitat, Skamania and Yakima Counties) and the South Central Workforce Council (SCWDC.) The Council is composed of a 27-member Board of Directors with a business majority and individuals that represent public and government organizations as required by the WIOA.

SCWDC invests much of our time and talent in bringing together stakeholders from business, economic development, education, labor, government, nonprofit and community organizations to identify and address the regional workforce needs of specific industries and job seekers. SCDWC recognizes the need for public-private partnerships that provide youth with career pathways and provide employers with competitive candidates to meet their business needs. Through curriculum developed in partnership with employers and industry, combined with meaningful, high-quality on-the-job experience, the CAST Career Launch Program is an exemplary program serving our students and community.

Over the past 15 months, we have worked with Computing For All, West Valley School District, Yakima Valley College, and several employers to get employer validation and support for the CAST program. This program is vital to meeting our regional workforce needs and we support the endorsement of the CAST Career Launch program.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jack Fitzgerald'.

Jack Fitzgerald, CEO/Director
South Central Workforce Council

APPENDIX

COMPTIA A+ certification

Master the following skills:

- **Hardware**
Identifying, using, and connecting hardware components and devices
- **Networking**
Explain types of networks and connections including TCP/IP, WIFI and SOHO
- **Mobile Devices**
Install & configure laptops and other mobile devices
- **Operating Systems**
Install and support Windows OS including command line & client support. Understand Mac OS, Linux and mobile OS
- **Hardware & Network Troubleshooting**
Troubleshoot device and network issues
- **Virtualization and Cloud Computing**
Compare & contrast cloud computing concepts & set up client-side virtualization
- **Software Troubleshooting**
Troubleshoot PC and mobile device issues including application security support
- **Security**
Identify and protect against security vulnerabilities for devices and their network connections
- **Operational Procedures**
Follow best practices for safety, environmental impacts, and communication and professionalism

Jobs that use A+:

- Service Desk Analyst
- Data Support Technician
- Help Desk Tech
- Desktop Support Administrator
- Technical Support Specialist
- End User Computing Technician
- Field Service Technician
- Help Desk Technician
- Associate Network Engineer
- System Support Specialist

COMPTIA ITF+ Certification

Master the following skills:

- **IT Concepts & Terminology**
Comprehend notational systems, illustrate the basics of computing and explain the value of data and troubleshooting
- **Infrastructure**

Know how to set up and install common peripheral devices to a laptop/PC or secure a basic wireless network

- **Applications & Software**

Manage applications software, understand the various components of an operating system and explain the purpose of methods of application architecture

- **Software Development**

Comprehend programming language categories, interpret logic, and understand the purpose of programming concepts

- **Database Fundamentals**

Able to explain database concepts, structures, and purpose, as well as understands methods used to interface

- **Security**

Understand confidentiality, integrity, and availability concerns of secure devices and best practice methods

IT General Certificate

Total Credits 54

Required Courses

- [BA 115: Business Math](#) 5 Cr

Provides a comprehensive study of business mathematics. Topics include: percents/percentages, pricing, markups/markdowns, payroll, simple interest, promissory notes, compound interest, present and future values, annuities, consumer/business credit, and mortgages.

Prerequisite: Eligibility for [MATH 085](#) or completion of [BA 075](#) with a grade of C or better.

- [BA 138: Written Business Communication](#) 5 Cr

Students in this course will learn basic techniques and approaches for writing effective business documents.

Prerequisite: YVC placement into [ENGL 095](#) or higher.

- [BA 220: Human Relations in the Workplace](#) 2 Cr

This course is designed to provide students with a conceptual framework within which to examine some of the major human relations issues faced in the workplace and to introduce students to the breadth and depth of the field of human relations. Emphasis is on communication; understanding diversity; interpersonal, group, and intergroup relations; ethics; and self-development.

- [BT 160: Word Processing Short Course](#) 2 Cr

Students will learn to create, save, and modify files and to produce attractive documents while at the same time learning how this word processing software works.

Recommended: [BT 101](#) or equivalent.

- [IT 101: Introduction to Information Technology](#) 5 Cr

This is a survey course that covers most aspects of information technology. It includes how computers work, different types of computers, functions of applications, input and data storage devices, different operating systems, ethics, data communications, and systems analysis and design.

Prerequisite: [IT 102](#) with a grade of C or better or equivalent.

- [IT 103: Computer Operating Systems](#) 5 Cr

Students will install and explore the design, utilities, and configuration of multiple operating systems while learning how each system works with specific hardware components.

Prerequisite: [IT 102](#) with a grade of C or better or equivalent.

- [IT 104: Internet Essentials](#) 3 Cr

Introduces students to the basic concepts of the Internet including history, searching, browsing, e-mail, downloading, chat, management, and Webpage development.

- [IT 110: Computer Programming Introduction](#) **5 Cr**
An introductory course to teach students the fundamentals of computer programming techniques using Visual Basic.
Prerequisite: [IT 102](#) with a grade of C or better or equivalent.
- [IT 111: Spreadsheets Introduction](#) **2 Cr**
Specific examples of beginning spreadsheet setups, as well as spreadsheet use, will be covered in detail.
- [IT 115: Database Introduction](#) **2 Cr**
This course covers the use of databases in the small business environment including how data can be organized and sorted in a computer for updating forms and reports.
- [IT 120: PowerPoint](#) **2 Cr**
Students will learn how to effectively communicate information and ideas utilizing Microsoft PowerPoint.
Prerequisite: [IT 102](#) with a grade of C or better or equivalent.
- [IT 140: Network Fundamentals](#) **5 Cr**
This course introduces networking concepts including the knowledge and skills common to industry standards, terminology, planning, implementation, and troubleshooting. This course has been designed to help prepare the student for the CompTIA Network + Certification.
Prerequisite: [IT 102](#) or equivalent.
- [IT 160: Managing & Maintaining the PC](#) **5 Cr**
Students will safely demonstrate the ability to install and configure hardware and software in a Windows environment, troubleshoot problems with software and hardware installation/configuration, and effectively troubleshoot technical issues independently and in small groups.
Prerequisite: [IT 102](#) with a grade of C or better or equivalent (meet with an IT advisor for guidance).

One of the following two 5 Credits

- [BUS& 201: Business Law](#) **5 Cr**
This course is a study of the American legal system as it pertains to business transactions. Topics include formation and performance of contracts, sales, business entities, real property, agency, employer/employee relations, and legal responsibilities.
Prerequisite: Successful completion of a minimum of 24 college-level credits, 2.0 GPA or better, or permission of instructor.
- [BA 259: Fundamentals of E-commerce](#) **5 Cr**
The purpose of this course is to provide students with the tools and techniques needed for successful electronic commerce. Business opportunities, challenges, emerging technologies, and strategies for use in e-commerce will be explored.
Prerequisite: Successful completion of [IT 102](#) with a grade of C or better or permission of instructor.

Job Descriptions

[Close this window](#)



IT Services Computer Operations Assistant

Class Code:
2106

Bargaining Unit: American Federation of State,
County & Municipal Employees

CITY OF YAKIMA
Established Date: Oct 1, 1985
Revision Date: Feb 3, 2020

SALARY RANGE

\$16.48 - \$19.76 Hourly
\$2,856.53 - \$3,425.07 Monthly

MINIMUM CLASS REQUIREMENTS:

High school diploma, GED or equivalent. Six (6) months experience performing personal computer support, or six (6) months of computer related secondary education.

Must pass a background investigation regarding applicant's aptitude, character, judgment, credit, driving record and criminal history.

JOB SUMMARY:

Under direct supervision provides assistance via telephone, remote and direct support to personal and mobile computer users. Position may also provide support and assistance to other IT Services personnel. Duties may include but are not limited to: researching computers and computer related products; installing computer equipment and network hardware; providing customer assistance and support by troubleshooting and resolving problems with software, PC's, printers, cable connections and other related equipment either remotely or on site; installing computers and related wiring at the worksite; installing, monitoring, and supporting office automation and security software. Work may be highly confidential.

ESSENTIAL FUNCTIONS:

Assists the Help Desk in providing remote and direct support to all City departments and other supported agencies regarding IT related problems with personal computer hardware, computer peripherals, and software.

Installs, sets up, connects to network and troubleshoots new computers, software and peripheral devices.

Assists with: installation of new hard drives to personal computers; upgrades memory; installs ethernet

cards; repairs or replaces components.

May assist the IT Services Assistant with division calendars; greeting visitors; answering, responding to and/or directing phone calls; filing; picking-up, sorting, and distributing incoming and outgoing division email, shipping, and reports.

Runs daily check of stock items for division; verifies need for re-orders; verifies proper receipt of incoming merchandise; maintains inventory for stock used in repairs and cable installations.

Assist with pulling in new lines for workstation connections to the network; drilling through cement, wood and conduit to complete runs of cable between floors; installing network connectors and testing for proper operation.

May provide support for other IT Services personnel as needed.

Performs other related duties as required.

Requires regular and reliable attendance.

MAJOR WORKER CHARACTERISTICS:

Working knowledge and understanding of personal computer basics and support, disk maintenance and data recovery, hardware and software installation, and personal computer maintenance and repairs, networking connectivity. Demonstrates knowledge and sound judgement with regard to public disclosure, and confidentiality standards. Knowledge of City and division policies, practices and procedures, including but not limited to records retention procedures.

Ability to use and support standard computer applications such as Microsoft Office Suite including word processing and spreadsheets. Ability to: provide effective and efficient computer trouble shooting; identify equipment availability and needs of users; use powered hand tools; install software and hardware; load data into new equipment; identify software and hardware problems and solutions; read, interpret and understand technical manuals; and provide instruction on hardware and software function and use. Ability to operate standard office equipment including but not limited to: computer, fax machine, copy machine, telephone etc.

Must be dependable; able to work independently and as a team player; be self-directed, highly motivated, organized and skilled at meeting deadlines; have a sense of urgency to complete tasks in a timely manner. Must be able to work under pressure or stressful conditions and possess ability to quickly prioritize, and adapt to changing priorities and demands.

Ability to communicate clearly and effectively, with employees and members of the public representing various backgrounds and levels of education, utilizing well developed communication skills, both written and oral, with appropriate use of English, including but not limited to correct grammar and vocabulary.

Ability to clearly and concisely present technical concepts and complex information in both written and verbal formats to both technicians and non-specialists. Ability to establish, facilitate, and maintain effective working relationships with other employees and the public; to consistently and continually demonstrate tact, diplomacy, and respect to individuals, groups and organizations representing a wide diversity of ethnicities, cultures, opinions, and beliefs. Ability to positively receive feedback and take direction is essential.

PHYSICAL DEMANDS:

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time or while standing for a period of time. Occassionally needs to move inside the office to access file cabinets, office machinery, etc. Occassionally needs to position self to maintain computers, including under the desks and server closet. Constant use of both hands in reaching/handling/grasping/fingering and other fine motor skills while performing keyboarding and other computer related duties. Occasional heavy lifting up to 50 pounds to move objects. Position requires exposure to visual display terminal for prolonged periods, operating hand and power tools, climbing, stooping, twisting, stretching and bending. Occassionally ascends/descends stairs and ladders and other inclines while maintaining balance and stability. Constant use of all senses including feeling/talking/hearing/seeing/listening/smelling while performing duties and while communicating with co-workers, general public and completing all tasks as assigned. Must be able to distinguish color and maintain long-term and short-term memory to learn and remember simple to complex procedures. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

UNUSUAL WORKING CONDITIONS:

May work in remote locations or restricted places to include noisy work areas, exposure to weather extremes, dust, dirt, bugs, spiders and vermin. May encounter individuals who are upset or irate, and/or be exposed to highly confidential and possibly disturbing, public safety information.

LICENSES, REGISTRATION & CERTIFICATES:

Must possess and maintain a valid Washington State Driver's License.

[City of Yakima - Class Specification Bulletin \(governmentjobs.com\)](http://governmentjobs.com)

[Close this window](#)



IT Services Computer Operations Technician

Class Code:
2107

Bargaining Unit: American Federation of State,
County & Municipal Employees

CITY OF YAKIMA
Established Date: Nov 1, 1995
Revision Date: Oct 17, 2017

SALARY RANGE

\$18.36 - \$22.07 Hourly
\$3,182.40 - \$3,825.47 Monthly

MINIMUM CLASS REQUIREMENTS:

6 months experience performing personal computer support in an enterprise environment. A Bachelor's Degree, Associate Degree or vocational school certificate of completion in computer science, data processing or computer technical support may substitute for the required experience. Must pass a background investigation regarding applicant's aptitude, character, judgment, credit, driving record and criminal history.

JOB SUMMARY:

Under general supervision provides telephone, remote and direct support to personal and mobile computer users in an enterprise environment. General duties of entry level support including: researching, ordering, receiving shipments of computers and computer related products; installing computer equipment and network hardware; troubleshooting and resolving problems with PC's, printers, cable connections and other related equipment either remotely or on site; installing computers and related wiring at the worksite; installing, monitoring, and supporting office automation and security software, and training users as needed. Work may be highly confidential and is performed with considerable latitude for independent judgment and decision-making and is reviewed through performance, user comment, observation and results achieved. Position may include office duties including answering phones, filing, ordering, receiving and paying for supplies, and timekeeping.

ESSENTIAL FUNCTIONS:

Staffs the Information Systems Help Desk; provides remote and direct support to all City departments and other supported agencies regarding IT related problems with personal computer hardware, computer peripherals, and software. .

Installs, sets up, connects to network and troubleshoots new computers, software and peripheral devices.

Installs new hard drives to personal computers; upgrades memory; installs ethernet cards; repairs or replaces components; performs systems recovery and back-ups; arranges for outside technicians for repairs that cannot be performed in-house.

May at times assist the Division Assistant in managing departmental calendars; greeting visitors; answering and directing phone calls; filing, timekeeping; picking-up, sorting, and distributing incoming and outgoing departmental mail, shipping, and reports.;

Runs daily check of stock items for department; verifies need for re-orders; verifies proper receipt of incoming merchandise; maintains inventory for stock used in repairs and cable installations.

Pulls in new lines for workstation connections to the network; drills through cement, wood and conduit to complete runs of cable between floors; installs network connectors and tests for proper operation.

Performs scheduled back-up drive swaps; transports or coordinates transport of back-up tapes to off-site storage; checks system functioning; resolves system related problems and notifies programmers of system failures.

Requires regular and reliable attendance.

Performs other related duties as required.

MAJOR WORKER CHARACTERISTICS:

Basic computer trouble shooting skills. Knowledge of personal computer support, disk maintenance and data recovery, hardware and software installation, and personal computer maintenance and repairs, networking connectivity. Ability to use and support standard computer applications such as Outlook, Word Processing and Spreadsheets. Ability to: identify equipment availability and needs of users; install software and hardware; load data into new equipment; identify software and hardware problems and solutions; read and understand technical manuals; and provide instruction on hardware and software function and use. Ability to use powered hand tools. Ability to meet and deal with the public and other City employees in a pleasant and courteous manner, sometimes under stress; maintain good working relationships with co-workers. Ability to communicate technical concepts to non-specialists

PHYSICAL DEMANDS:

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time or while standing for a period of time. Occasionally needs to move inside the office to access file cabinets, office machinery, etc. Occasionally needs to position self to maintain computers, including under the desks and server closet. Constant use of both hands in reaching/handling/grasping/fingering while performing duties operating on computers. Occasional heavy lifting up to 50 pounds and/or 20 pounds constantly to move objects. Position requires exposure to visual display terminal for prolonged periods, operating hand and power tools, climbing, stooping, twisting, stretching and bending. Occasionally ascends/descends stairs and ladders while maintaining balance. Constant use of all senses including feeling/talking/hearing/seeing while performing duties and while communicating with co-workers, general public and completing all tasks as assigned. Must be able to distinguish color and maintain long-term and short-term memory. May work in remote locations or in noisy work area. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

UNUSUAL WORKING CONDITIONS:

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LICENSES, REGISTRATION & CERTIFICATES:

Must possess and maintain a valid Washington State Driver's License.

[City of Yakima - Class Specification Bulletin \(governmentjobs.com\)](#)

[IT Support - Help Desk Associate | Self-Help Careers \(ultipro.com\)](#)

Title of Position: Systems Technician
Supervisor's Title: Service Supervisor
Exemption Status: Non-Exempt.
Positions Supervised: None.

PURPOSE OF POSITION: Responsible for the physical installation maintenance, soldering, repair and wiring of personal computers, peripherals, and telecommunications equipment. Performs onsite analysis, diagnosis, and restoration of complex hardware problems and implement corrective solutions. Will also be responsible for providing project planning support to the IS team.

QUALIFICATIONS:

Education: High School Diploma or GED. Certification of Completion from a Vocational/Technical school or two years of equivalent experience.

Experience: None.

Licenses/Certificates/Registration: Current Washington or Oregon State driver's license and proof of automobile liability insurance coverage.

Knowledge/Skills/Abilities Required: Knowledge of hardware, peripheral and software troubleshooting techniques, information and voice processing systems, and hardware, peripheral and software installations. Skills in: establishing and maintaining effective working relationships with staff at all corporate levels, communication both oral and written sufficient to exchange or convey information, receiving direction, and analyzing and resolving PC problems. Ability to: work with difficult people in a positive pleasant manner and use good listening skills.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

1. Must be willing to travel long distances to remote sites for support purposes.
2. May be required to work a non-standard shift.
3. May be required to participate in IS on-call schedule.
4. Physical requirements for this position include: hearing, seeing, speaking, feeling, talking, stooping, kneeling, crouching, reaching, fingering, grasping, and repetitive motions.
5. This position requires walking and/or standing for long periods of time and/or sitting is only required occasionally.
6. This position requires exerting over 100 pounds of force and/or 50 pounds frequently and/or 20 pounds constantly to move objects.
7. This position requires working at high, precarious places.
8. This position is exposed to fumes or airborne particles, extreme cold or heat (indoor) and extreme cold or heat (outdoor).

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